



Departmental Collaboration

Annual Default Prevention Day



External & Internal Communication

External

- Increase Communication & Cooperation
- Increase Customer Service
- Decrease Missing Financial Aid Information
- Decrease the tendency to BOUNCE students between offices
 - Answer frequently asked questions for the other office
 - Find answers rather than transferring the questions



External & Internal Communication

Internal

- Increase Knowledge Sharing
- Cross-Training on Policies and Procedures
- Integration of Communication History
- Simplify communication process





Admissions

- Transparency
 - Target X
- Knowledge Sharing
 - Focus on loan preparedness, long term impact of debt, scholarship searches, budgeting and packaging basics
 - “Cliff Notes”
 - “Financial Aid Worksheet” for preliminary award letters completed by Admissions counselors and submitted to FA
- Better Customer Service
 - Proactive outreach steps to work with families from the beginning (Fewer “Bounces”)
- Additional Points of Contact
 - Admissions and Financial Aid are able to use one-another to contact students and parents

Cliff Notes on Financial Aid Terms

FAFSA - Free Application for Federal Student Aid

- Available at <https://fafsa.ed.gov/> - other sites may charge a fee to file
- does not have to be repaid
- preliminary can be completed now, but actual will have to be done after January 1, 2016
- determines EFC - expected family contribution, used for need based aid

Federal Pell Grant

- does not have to be repaid
- awarded only to undergraduate students who have not earned a bachelor's
- amounts change yearly, the 2015-2016 award year (July 1, 2015 to June 30, 2016), the maximum award will be \$5,775 USE PELL CHART ON WORKSHEET
- amount awarded depends on: financial need, cost of attendance, status as a full-time or part-time student (you only have the Pell Chart for full-time)

SEOG

- students that receive Pell Grants and have the most financial need will receive SEOG
- does not have to be repaid
- Stephens only has a certain amount of money available

Access Missouri

- have a FAFSA on file by April 1
- have any FAFSA corrections made by July 31
- be a U.S. citizen or permanent resident and a Missouri resident.
- be an undergraduate student enrolled full time
- have an EFC of \$12,000 or less.
- 2015-2016 academic year the statutory minimum is \$1,500 the maximum is \$1,850
- student must maintain a cumulative GPA of 2.5

Midwest Student Exchange Program

- Stephens offers a 10% reduction on tuition
- must be enrolling as a non-resident student
- must be from Illinois, Nebraska, Kansas, Indiana, Minnesota, North Dakota, or Wisconsin
- included in Merit scholarship if there is a merit scholarship offer

A+

- We include any A+ awarding in our merit scholarships

Direct Subsidized Stafford Loan

- students must complete FAFSA to be eligible (can do a preliminary the year before)
- have slightly better terms to help out students with *financial need*.
- are available to undergraduate students with financial need.
- amounts are different for freshman, sophomores, etc.
- the amount borrowed may not exceed your financial need.
- U.S. Department of Education pays the interest on a Direct Subsidized Loan
 - ❖ while they are in school at least half-time
 - ❖ for the first six months after they leave school

- ❖ during a period of *deferment* (a postponement of loan payments)

Direct Unsubsidized Stafford Loans

- students must complete FAFSA to be eligible
- available to undergraduate and graduate students
- no requirement to demonstrate financial need
- school determines amount you can borrow based on cost of attendance and other financial aid
- student is responsible for paying the interest on a Direct Unsubsidized Loan during all periods
- student can choose not to pay the interest while in school and during grace periods and deferment or forbearance periods, although the interest will continue to accrue and be capitalized

PLUS Loans

- students must complete FAFSA to be eligible
- federal loans that parents of dependent students can use to help pay education expenses
- U.S. Department of Education makes Direct PLUS Loans to **eligible borrowers**
- U.S. Department of Education is the lender
- the borrower must not have an adverse credit history
- maximum loan amount is cost of attendance minus any other financial aid received
- ❖ *if they are not eligible then they can apply for an additional \$4,000 in unsubsidized Stafford loans*

Federal Work Study

- students must complete FAFSA to be eligible
- Priority deadline for Work Study is FAFSA completed prior to March 1
- Eligibility determined partially by EFC

Fall 2016
Awarding Worksheet
Drop down lists in Green



Student Name:
Full Address:
City, State ZIP
Date:

EMM Stage:

Major:

Admissions Counselor:

No

If enrolled now, were they a conditional accept?

No

TRANSFER STUDENT

	Package		Additional Information	
Direct Cost	\$39,500			
- EFC	\$0		ACT/SAT (u) or (o) =	
=NEED	\$39,500	Matrix Code	GPA (u) or (o) =	
- Matrix Award **				Choose award name (list), Matrix code (list)
- Athletic Scholarship	\$0			Choose sport (list)
- Athletic Scholarship	\$0			Choose sport (list)
= NEED GAP 1	\$39,500			
- PELL				See Sheet "Pell" (list) (still last year info)
- SEOG				EFC = 0 \$500
= NEED GAP 2	\$39,500			
- Access Missouri Grant	\$1,500			EFC < 12,000 = \$1,500 Missouri Residents Only (FAFSA must be done by April 1)
= NEED GAP 3	\$38,000			
- Stafford Loan	\$3,500			\$3,500 if there is still a need
- Un Sub Stafford Loan	\$2,000			\$2,000 if there is still a need
- PLUS/Un Sub Loan	\$4,000		Transfer Need Based	\$4,000 if there is still a need
= NEED GAP 4	\$28,500		\$28,500	
- Community Engagement	\$0	Need GAP 4 \$10,000 - = \$3,000 All others 0	\$0	EFC < 12,000 = \$1,500 FAFSA must be done before March 1
- Stephens Grant	\$0	completed by Financial Aid	\$0	
Total Stephens Need Based Aid	\$0		\$0	
Remainder after Stephens Aid	\$28,500		\$28,500.00	
Student Gap Formula	\$0			
Student Responsibility per semester	\$14,250		\$14,250	
- Perkins Loan		completed by Financial Aid		
- Work Study		completed by Financial Aid		
TMS monthly payment (4 months)	\$3,563		\$3,563	
Total Institutional Aid	\$0		\$0	
Tuition Discount Rate	0%		0%	

Counselor Notes:

Financial Aid Notes:

Total Institutional Aid



Student Development & Registrar

- Retention & Graduation Rates
 - Working closer with Registrar and Student Development since the Retention Committee was established
 - Registrar: Retention and Graduation data is being communicated directly through them. Student class data is collected for both 1st time Freshmen and the class as a whole
 - Comparison tool for Financial Aid when focusing retention efforts



Student Development & Registrar

- Retention & Graduation Rates –(cont.)
 - Student Development: Together with Financial Aid have developed a “Withdrawal Form” and “Questionnaire” to help better understand the reasons some students decide to leave Stephens
- Checks & Balances



WITHDRAWAL FORM

Name: _____ ID# _____ Cell Phone # _____

Residence Hall: _____

Current Status: First Year _____ Sophomore _____ Junior _____ Senior _____

Advisor: _____ Major(s): _____

Last day of class attendance ____/____/____ (please return this completed form within three days of last class attendance in order for Accounting to properly credit your account)

Home address: _____

Billing address (if different) _____

Estimated return date (if applicable) ____/____/____

Withdrawal Information:

Please check which one of the following most accurately reflects your reason for withdrawing from Stephens College:

____ Academic Performance ____ Academic Programs ____ Faculty
____ Geographical ____ Medical ____ Social Life
____ Residence Life ____ Financial *

* If Financial, have you personally spoken with someone in Financial Aid about your financial aid package? Y / N

Other reason for leaving Stephens College

If transferring, please indicate the school name

Student has financial aid? Y / N Needs Exit Counseling? Y / N

Please obtain the signatures as indicated below:

Financial Aid _____

Accounting _____

Director of Student Life _____

STUDENT SIGNATURE _____ * DATE ____/____/____

* This is your withdrawal notification date

TO BE COMPLETED BY FINANCIAL AID

Annual award EFC _____

Loans \$ _____

Perkins \$ _____

Grants \$ _____

Institutional Aid \$ _____

Other \$ _____

Work Study \$ _____

Total \$ _____

Exit Counseling Provided? Y / N

Questionnaire for Non-Returning Students Stephens College

You have indicated that you intend to withdraw from Stephens. We would like for you to take a few minutes to complete the following questions. Your input will assist us in responding effectively to student needs.

Name _____ Date of Withdrawal _____

Signature _____ Major _____

1. What was your primary reason for choosing Stephens? _____

2. Did you enter as a freshman or a transfer? _____ Freshman _____ Transfer

3. Do you plan to re-enroll at Stephens? _____ Yes _____ No _____ Unsure
(If "Yes", please complete the form entitled "Leave of Absence")

4. Have you considered a leave of absence? _____ Yes _____ No

5. What are your immediate plans? (Please be as specific as possible.)

Attending school at _____
 _____ public university _____ working
 _____ private college _____ traveling
 _____ women's college _____ other _____ (please specify)

6. Please indicate briefly your reasons for leaving Stephens at this time

7. What have you liked about Stephens?

8. What have you disliked about Stephens?

TURN OVER FOR ADDITIONAL QUESTIONS AND INFORMATION

1. What have you been satisfied with while at Stephens College? (check all that apply)

_____ grants _____ loans _____ scholarships _____ work study _____ other _____ none

2. Please indicate your satisfaction with your experience at Stephens in the following areas:

	Dissatisfied		Neutral		Satisfied	
A. Availability of advisor	1	2	3	4	5	N/A
B. Interaction with other faculty	1	2	3	4	5	N/A
C. Quality of classroom instruction	1	2	3	4	5	N/A
D. Overall academic experience	1	2	3	4	5	N/A
E. Interaction with other students	1	2	3	4	5	N/A
F. Overall residence life experience	1	2	3	4	5	N/A
G. Variety of student activities/organizations	1	2	3	4	5	N/A
H. Interaction with campus wide personnel	1	2	3	4	5	N/A
I. Amount of Financial Aid awarded	1	2	3	4	5	N/A
J. Work study experience	1	2	3	4	5	N/A
K. Quality of food service	1	2	3	4	5	N/A

3. Is there anything the college can do at this time to assist you?

Thank you for your time. Please contact us if we can be of any assistance to you. Return completed form to Student Development in Stamper Commons.

Stephens College
 Student Development
 Box 2033
 Columbia, MO 65215



Business Office, IT & Academic Support

- Business Office:
 - Refunds, R2T4s, Loan Returns, Disbursement Notification, Withdraws...etc.
- Information & Technology:
 - Software upgrades, Ease of information to the students
- Academic Support:
 - Work in progress to service “First Time Freshman” and “First Generation Students”



Suggestions for Increasing Collaboration

- Offering help to other offices with their efforts
- Invite members of other teams to join your team meetings
 - Identify staff who have perspective from other areas to work together to develop a communication chain
- Share space
- Evaluate Yearly
- Store templates in a centralized location
- Share Success and Failure

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- <https://vimeo.com/144407745>

